

Transcript: VICTORIA

Taylor-5020380203892736-6334792533590016

Full Transcript

Your call may be recorded for quality assurance purposes. Hey, is this Brittany? Yes, ma'am. Hey, this is benefits on a card. We administer, uh, medical insurance for BG SF. BGO? Uh, the staffing agency, BG SF. BG, BG Multi-Family? I believe they also go by that as well. Yes, ma'am. Hey, um, so I'm just calling because we received a enrollment form that you signed and dated on the seventh of January. It looks like on the form, you selected to enroll into the virtual primary care, but you also selected to not participate. So, I was just calling to see if you're wanting to enroll or not. Enroll in a health resort? Yes, ma'am. This is for the medical insurance they offer. It looks like on the form that you filled out, you selected the virtual primary care, but you also selected to not participate. Yeah, I'll participate. Okay. So, you are wanting to enroll into the virtual primary care? Yes, ma'am. Okay. Was that all that you were wanting to enroll into? Yeah, I just need, I just need insurance for my health. That's it. Okay, so the plan- That's it. ... that you selected again is, like, a virtual service for, um, primary care, so it's only going to be, like, telehealth. Oh, no. I wanna, I wanna be able to go in and speak to someone. Okay. So, what I'm going to do is I'm going to send you some more information to your email about the different plans being offered. It'll go over the different ones, what they cover and how much they cost. Um... Mm-hmm. That way you can look over it first. It looks like on our end, we do still have to verify your eligibility. Um, so once you make a decision on what plans you want to enroll into, you can just call us back from there. Okay, thank you so much. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be recorded for quality assurance purposes.

Speaker speaker_1: Hey, is this Brittany?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Hey, this is benefits on a card. We administer, uh, medical insurance for BG SF.

Speaker speaker_2: BGO?

Speaker speaker_1: Uh, the staffing agency, BG SF.

Speaker speaker_2: BG, BG Multi-Family?

Speaker speaker_1: I believe they also go by that as well.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Hey, um, so I'm just calling because we received a enrollment form that you signed and dated on the seventh of January. It looks like on the form, you selected to enroll into the virtual primary care, but you also selected to not participate. So, I was just calling to see if you're wanting to enroll or not.

Speaker speaker_2: Enroll in a health resort?

Speaker speaker_1: Yes, ma'am. This is for the medical insurance they offer. It looks like on the form that you filled out, you selected the virtual primary care, but you also selected to not participate.

Speaker speaker_2: Yeah, I'll participate.

Speaker speaker_1: Okay. So, you are wanting to enroll into the virtual primary care?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Was that all that you were wanting to enroll into?

Speaker speaker_2: Yeah, I just need, I just need insurance for my health. That's it.

Speaker speaker_1: Okay, so the plan-

Speaker speaker_2: That's it.

Speaker speaker_1: ... that you selected again is, like, a virtual service for, um, primary care, so it's only going to be, like, telehealth.

Speaker speaker_2: Oh, no. I wanna, I wanna be able to go in and speak to someone.

Speaker speaker_1: Okay. So, what I'm going to do is I'm going to send you some more information to your email about the different plans being offered. It'll go over the different ones, what they cover and how much they cost. Um...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That way you can look over it first. It looks like on our end, we do still have to verify your eligibility. Um, so once you make a decision on what plans you want to enroll into, you can just call us back from there.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.